

How an MSP uses IntelliTrex to Increase Value to Customers and Improve Employee Experience

CUSTOMER STORY

The Problem //

Previously, the MSP relied on a combination of off-the-shelf monitoring software and OEM portals to manage network connectivity and control telecom expenses. Unfortunately, these tools lacked a unified dashboard, leading to operational inefficiencies. The helpdesk team faced alert fatigue, struggling to address customer issues promptly amidst a flood of notifications.

Our Solution //

Recognizing the need for a comprehensive solution, the MSP partnered with Trestel to tailor IntelliTrex to their unique requirements. By leveraging IntelliTrex, the MSP gained unparalleled observability, ensuring that actionable information reached the right team to expedite issue resolution.

- IntelliTrex reduced the volume of tickets created and eliminated overwhelming ticket floods experienced with their prior network monitoring tool. This allowed the MSP to proactively solve issues and significantly reduce mean time to resolution (MTTR).
- With IntelliTrex, the MSP could identify cellular performance and usage at locations using LTE. Armed with this information, they could effectively address issues and minimize costly overage fees before they became problematic.
- Through chronic reporting, IntelliTrex identified locations with recurring issues, allowing the MSP to tackle the root causes and mitigate location-based performance issues.

CUSTOMER OVERVIEW //

The Managed Services Provider (MSP) is outcome-driven with a mission to empower enterprises and multi-location businesses to take control of their wireless and wireline telecom connectivity expenses and IT/Telecom infrastructure and provide critical cybersecurity measures to keep corporate data and devices safe.

INDUSTRIES SERVED //

Quick Serve Restaurants
Retail
Automotive
Property Management
Healthcare
Senior Living
Financial Services
Manufacturing
Distribution

LOCATIONS //

30,000+



The Results + Benefits //

The adoption of IntelliTrex yielded remarkable outcomes for the MSP and their customers:

70%

Ticket reduction

300%

MTTR reduced by 300%
to less than 4 hours

10x

Improvement in
Customer Satisfaction

\$250k

Reduction in
overage charges



“IntelliTrex has been a blessing; it helps improve our clients’ experiences and reduces friction between our ops teams by providing visibility and intelligence into our customer networks. Trextel’s hyper focus on solving our business problem, coupled with their exceptional people, has allowed us to create additional value for our customers.”

— Executive Vice President of Technology
at Managed Services Provider



Ready to take the next step? Let's connect.

General Inquiries

info@trextel.com

Sale Inquiries

sales@trextel.com